N-FOCUS Major Release
Economic Assistance
July 13, 2014

A Major Release of the N-FOCUS system is being implemented July 13, 2013. This document provides information explaining new functionality, enhancements and problem resolutions made effective with this release. This document is divided into four main sections:

General Interest and Mainframe Topics: All N-FOCUS users should read this section.

Electronic Application: N-FOCUS users responsible for case activity received through the Web based Electronic Application should read this section.

Developmental Disabilities Programs: N-FOCUS users who work directly with DD programs and those who work with the related Medicaid cases should read this section. Note: This section will only appear when there are tips, enhancements or fixes specific to Development Disabilities Programs.

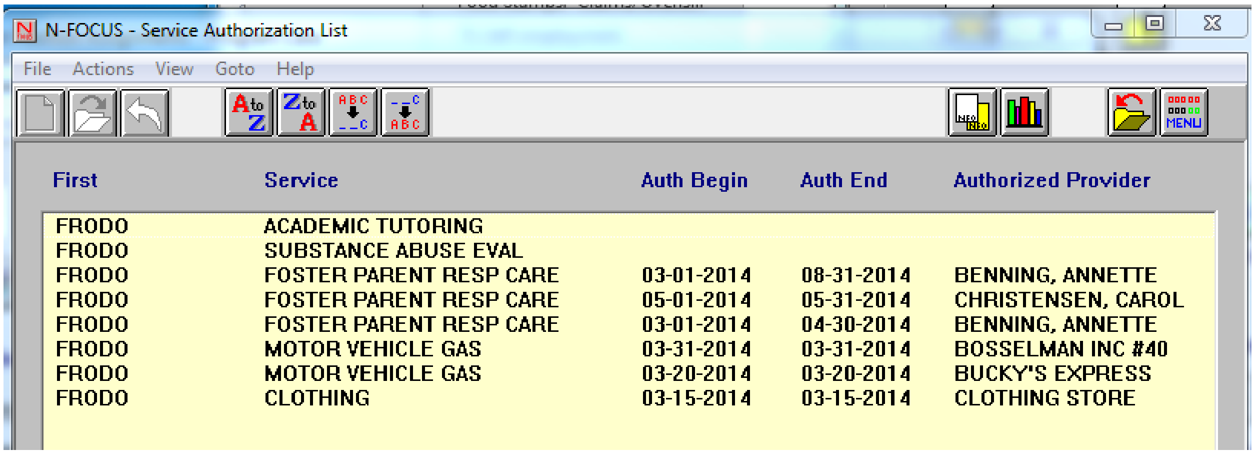
Expert System: All N-FOCUS users with responsibility for case entry for AABD, ADC Payment, SNAP, CC, FW, IL, MED, and Retro MED should read this section.

Note: When new functionality is added to N-FOCUS that crosses multiple topics (ie General Interest and Mainframe, Alerts, Correspondence, Expert System etc) the functionality will be described in one primary location. This location will usually be the General Interest and Mainframe section or the Expert System section. Alerts, Work Tasks and Correspondence that are part of the new functionality will be documented in both the primary location that describes the entire process and in the Alerts, Work Tasks and Correspondence sections.

Table of Contents

Service Authorization List (Change)

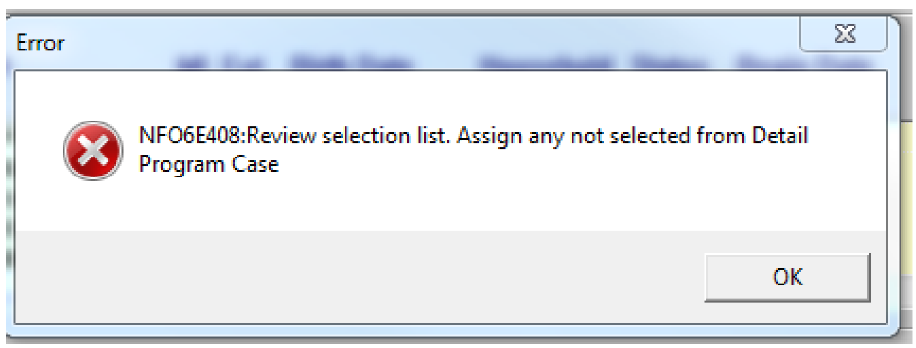
Previously when adding a new Service Selection, the user may have needed to scroll through the list of services to find it. Now, when a new Service Selection is added, it will now display at the top of the Service Authorization list.



Program Case Assignment (Fix)

Users have been receiving a critical error when selecting Program Cases to assign in a Master Case with 30 or more Program Cases. This has been fixed. This message will now appear advising users to review the Program Cases selected as some may need to be assigned from the Detail Program Case.

Note: All Closed Program Cases now must be assigned from the Detail Program Case window.



LIHEAP Client Account Number (Change)

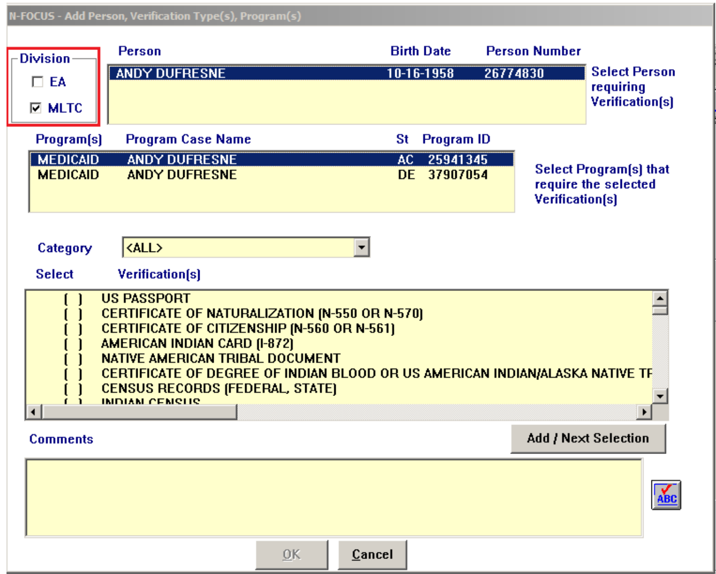
N-FOCUS will now allow special characters such as "/" to be part of the Client LIHEAP Account Number so that the account number in N-FOCUS matches exactly to the format used by the provider.

MESA (Change)

MESA will not stop when it encounters either the calculate window or most mandatory tasks. This was changed to accommodate the business process of excluding either the EA or MLTC income from budgeting.

Add Person, Verification Type(s), Program(s) (Change)

When worker clicks on the EA or MLTC verification request it will now filter the list of eligible verification types/categories by program type. This will reduce EA or MLTC workers from requesting anything that is not necessary for EA or MLTC.



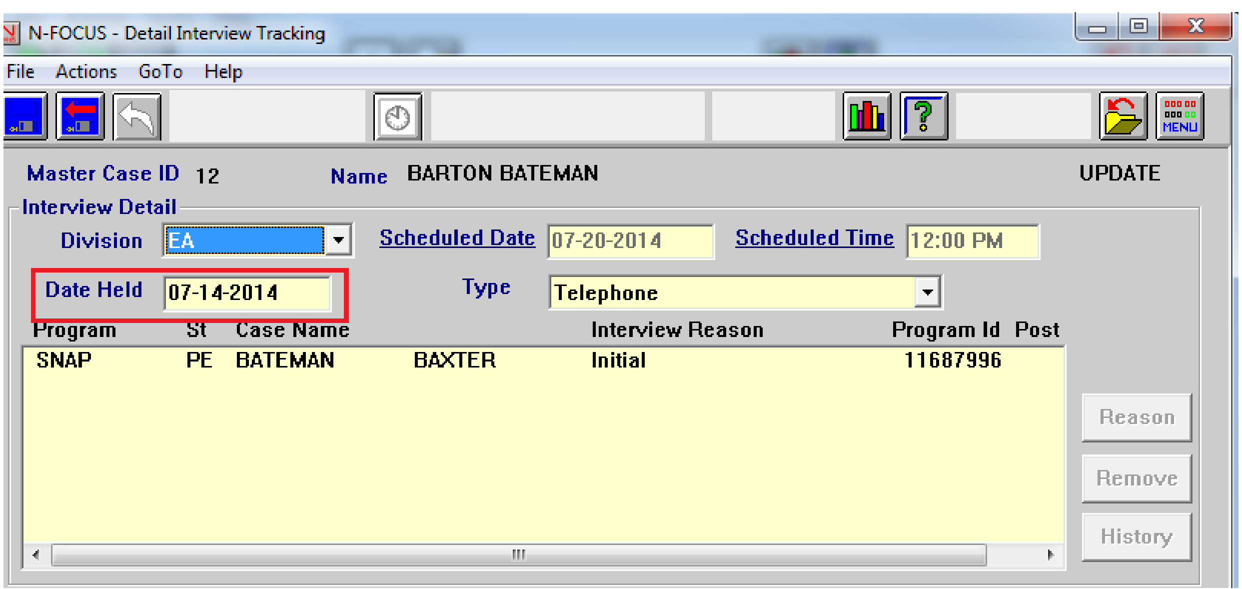
SNAP EBT Card Process (Change)

When a 'NEW' SNAP application is pended that has NEVER had an EBT card issued, a card will be automatically be mailed when the case is placed in Pending Status.

Note: When the worker completes the interview, and updates the interview held window, the EBT replacement pop up window will no longer display, because the worker will no longer be issuing these cards.

SNAP EBT Replacement Card Process (Change)

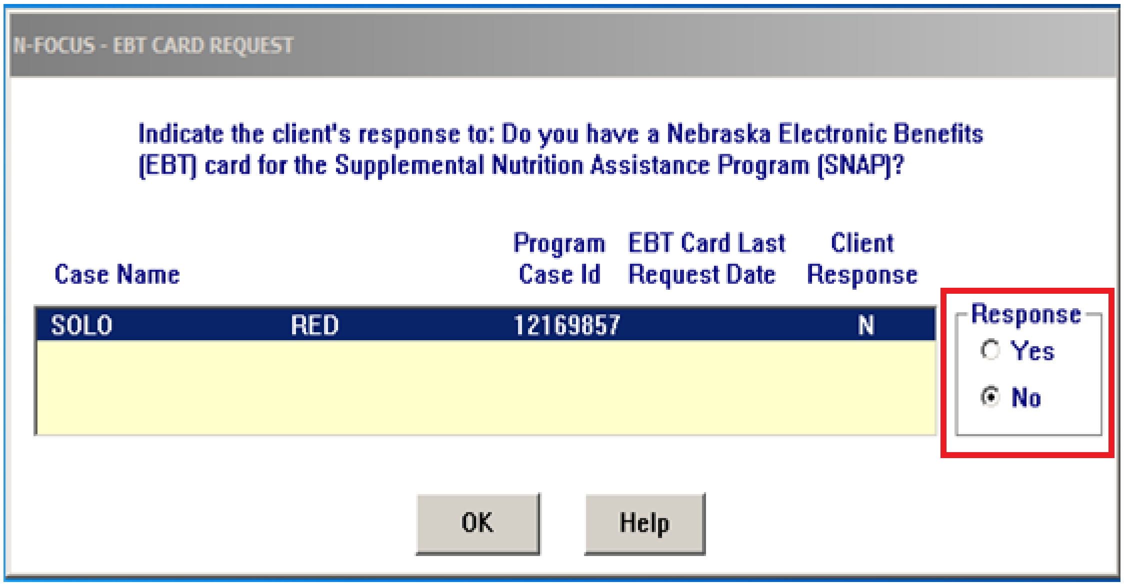
Replacement SNAP EBT Cards may be issued to clients who are not new to the system after entering the Interview Held Date and selecting Save and Close in Interview Tracking.



After entering the Interview Held Date and selecting Save and Close, the EBT Card Request pop-up window displays the statement: Indicated the client's response to: "Do you have a Nebraska Electronic Benefits (EBT) card for the Supplemental Nutrition Assistance Program (SNAP)?" The response to this question, determines whether or not a replacement card needs to be issued.

Note: The "Send Card" column on the list was changed to "Response", to indicate the client's response to question.

- If the client has indicated "Yes", (they do have an EBT card) N-FOCUS will not request an EBT Replacement card
- If the client has indicated "No", (they do NOT have an EBT card) N-FOCUS will request an EBT Replacement card

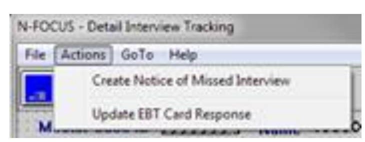


Note: If a person has been issued an EBT Card in the last 30 days, the program will not bring the person up.

Update SNAP EBT Card Response (Change)

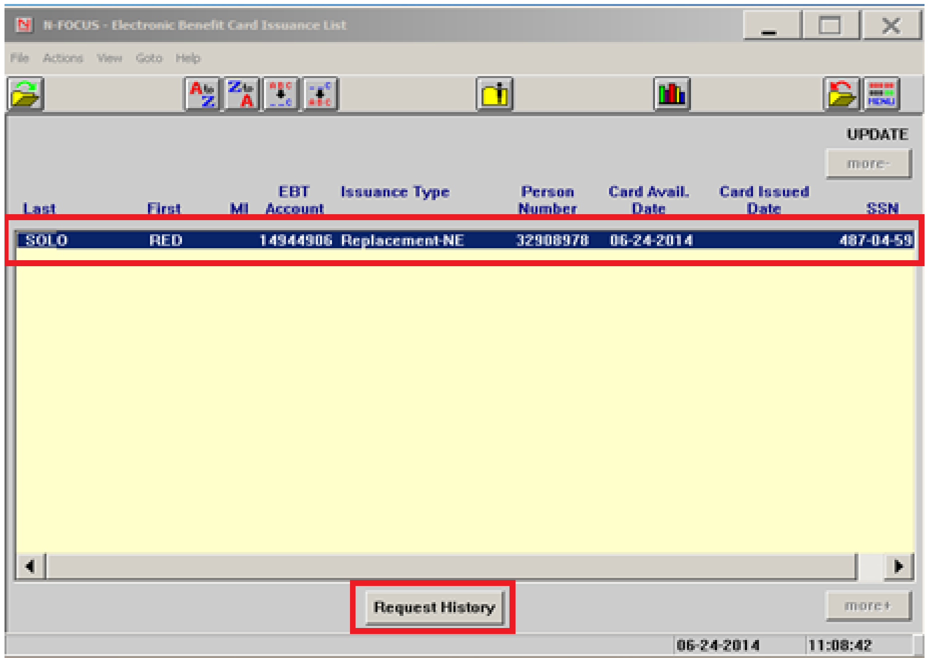
If the worker inadvertently indicates an incorrect response, the worker can correct the error only on the day of the interview. Once the day has passed, N-FOCUS will no longer allow the worker to change the response.

To update the EBT Card response, follow these steps:



1. Navigate to the Detail Interview Tracking window.
2. Select Actions>Update EBT Card Response.
   The EBT Card Request window will display. (See screen print above)
3. Change the Response option.
4. Click OK.
   You will be returned to the Detail Interview Tracking window.
5. Click Save or Save and Close.

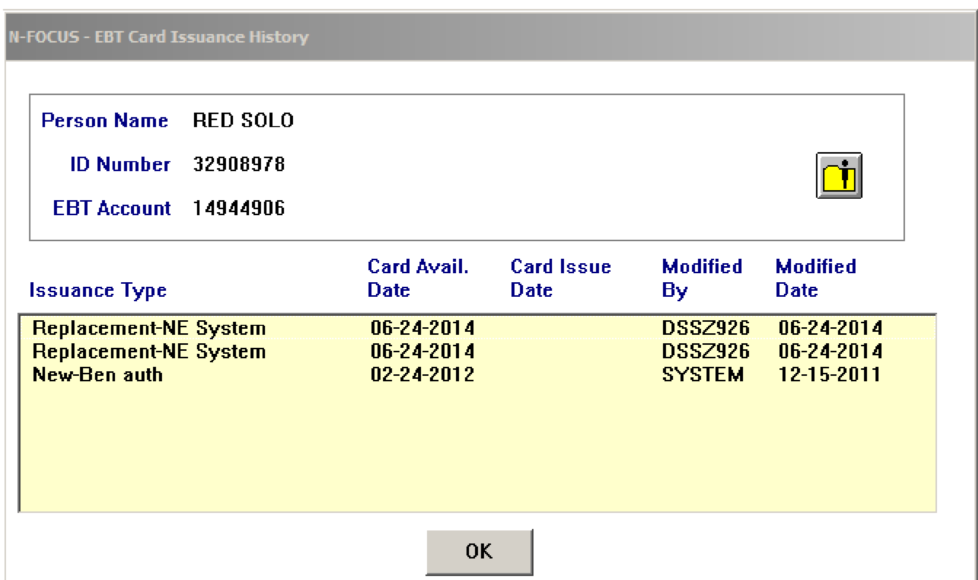
SNAP EBT Benefit Card Request History Button (Change)



A new push button "Request History" has been be added to the EBT Benefit Card Issuance List window. This push button will be enabled only when a record is selected in the list box.

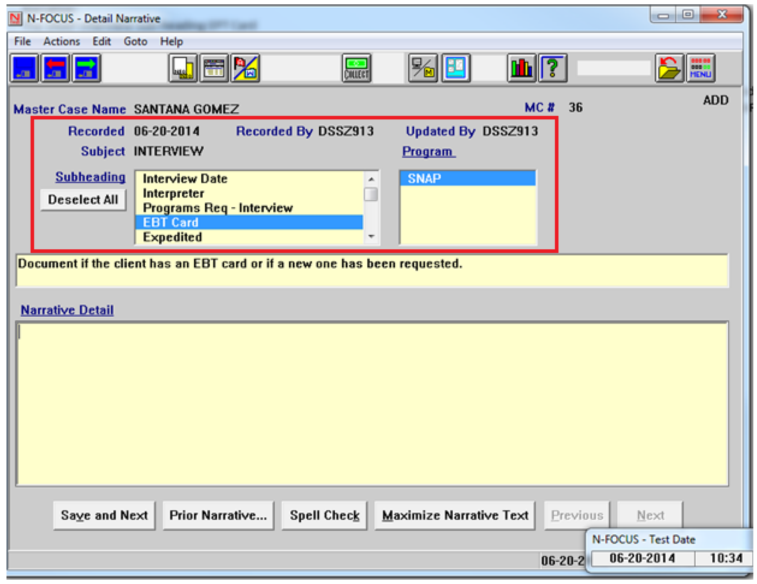
Clicking on this push button will display the EBT Card Request History window.

The EBT Card Issuance History window will be updated whenever updates are entered on the EBT Card Issuance List window.

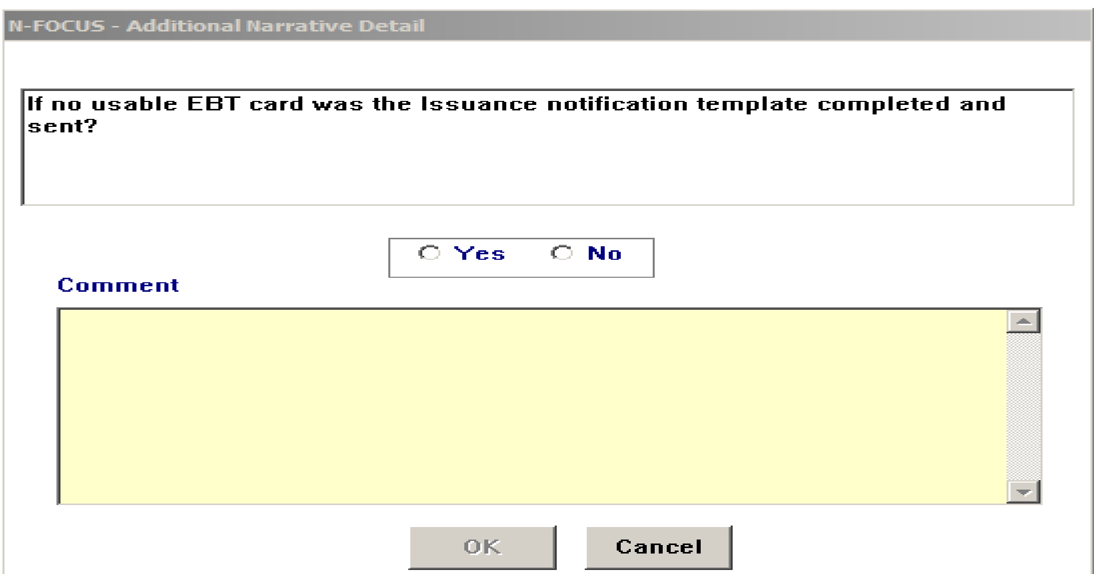


SNAP Interview EBT Card Narrative Sub-Heading (Change)

The SNAP Interview sub-heading EBT Card in Narrative has been removed effective with this release.



With this removal, the following window will no longer display.



Narrative Search (Tip)

If you receive the pop-up message shown, narrow your search to receive the most recent narratives. To do this, either search by fewer programs or enter a specific To and From Date Range.

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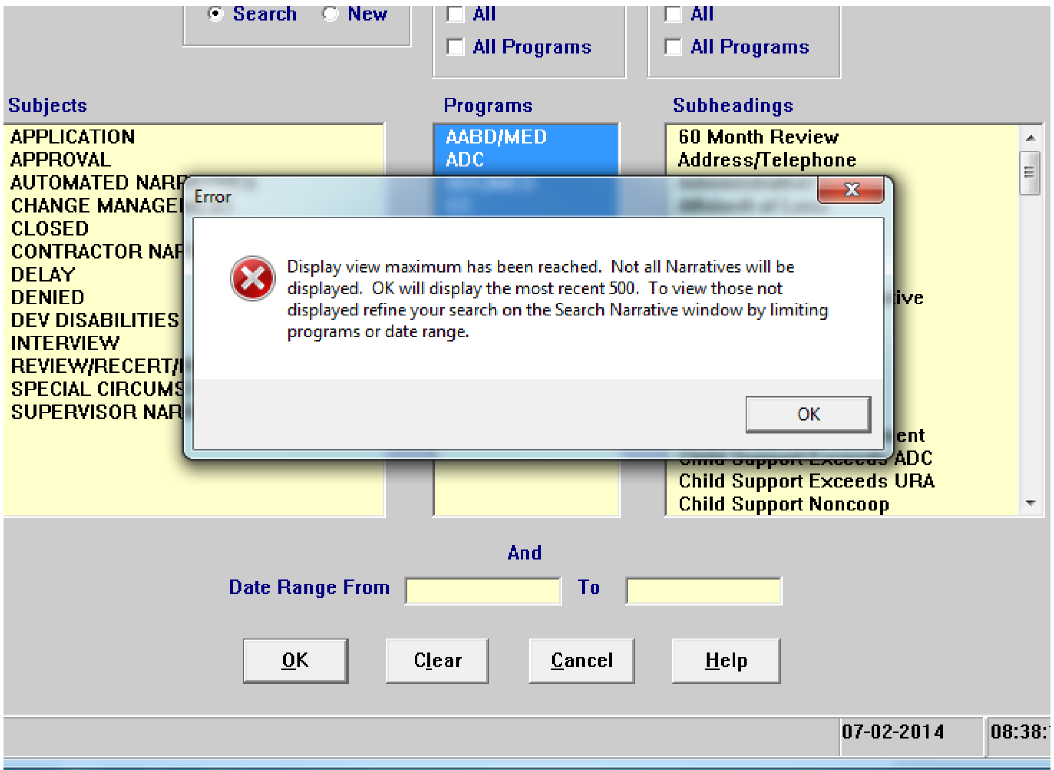


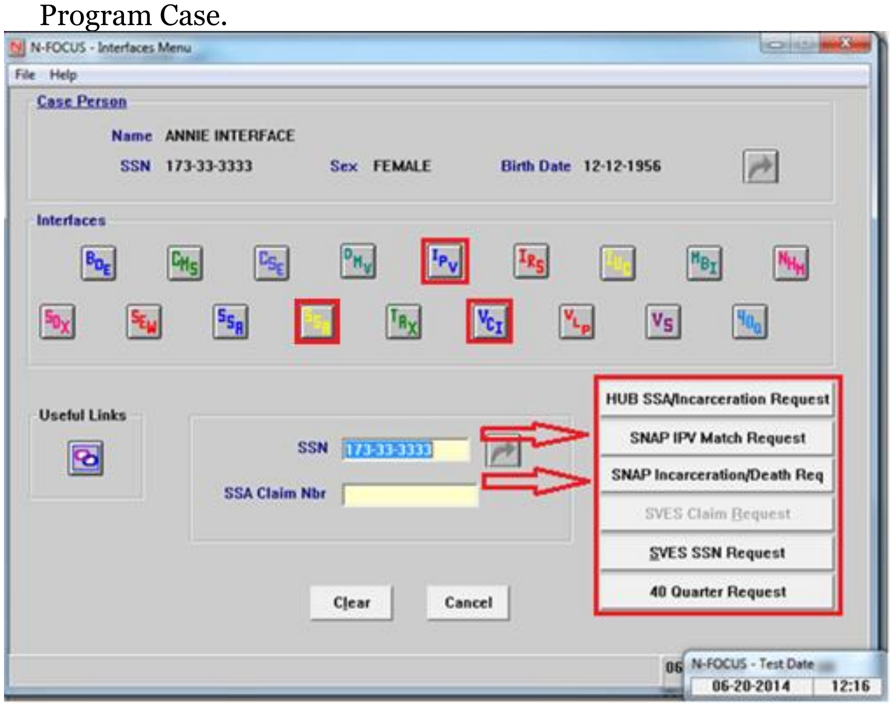
Interfaces Menu (Change)

New Interface icons have been added to the Interfaces Menu:

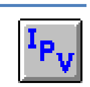
- IPV – SNAP Intentional Program Violations
- VCI – Medicaid Verification of Current Income
- Yellow SSA – The indication of death information has been added

The order of the selections buttons on the Interfaces Menu has also changed and the following two new buttons have been added:

- SNAP IPV Match Request – select this button to request the SNAP IPV Match by SSN or Name
- SNAP Incarcerated/Death Req: - select this button to send an Incarceration and Death match request
  - This request may only be made for persons Pending or Active in SNAP Program Case.



Intentional Program Violation – SNAP IPV Match (New)

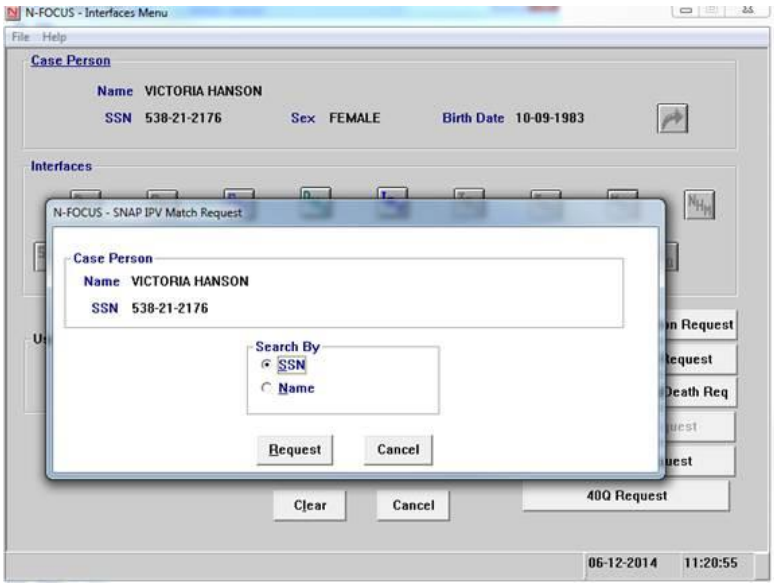


The SNAP IPV Match window displays upon selecting the IPV icon on the Interfaces Main Menu. The information displayed in the interface is from a match with a federal SNAP data base containing Intentional Program Violations reported by every state.

The data base is queried upon pending of a person, age 18 – 80, in a SNAP program case, both new and at recertification.

A request for the SNAP IPV Match interface may also be made by selecting the SNAP IPV Match Request button on the Interface Menu.

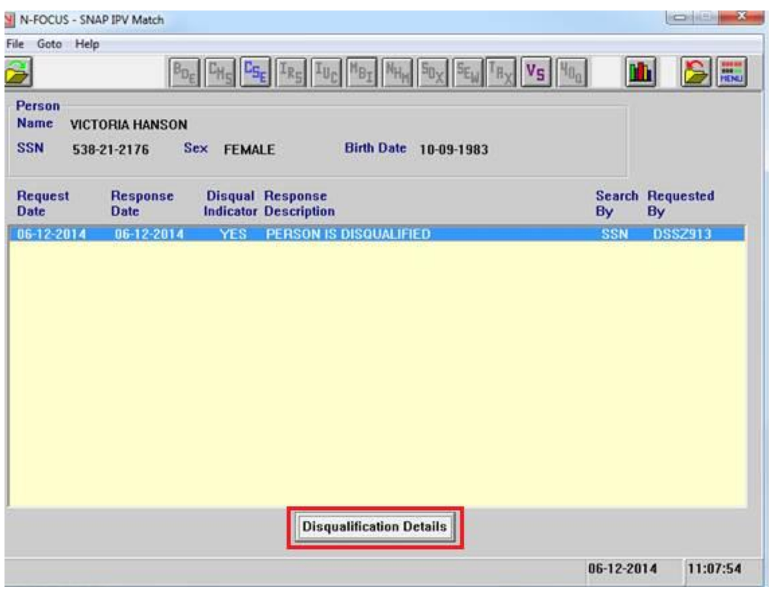
Requests may be made by Social Security Number or by Name.



After selecting the IPV icon, on the Interfaces Menu, the SNAP IPV Match window displays.

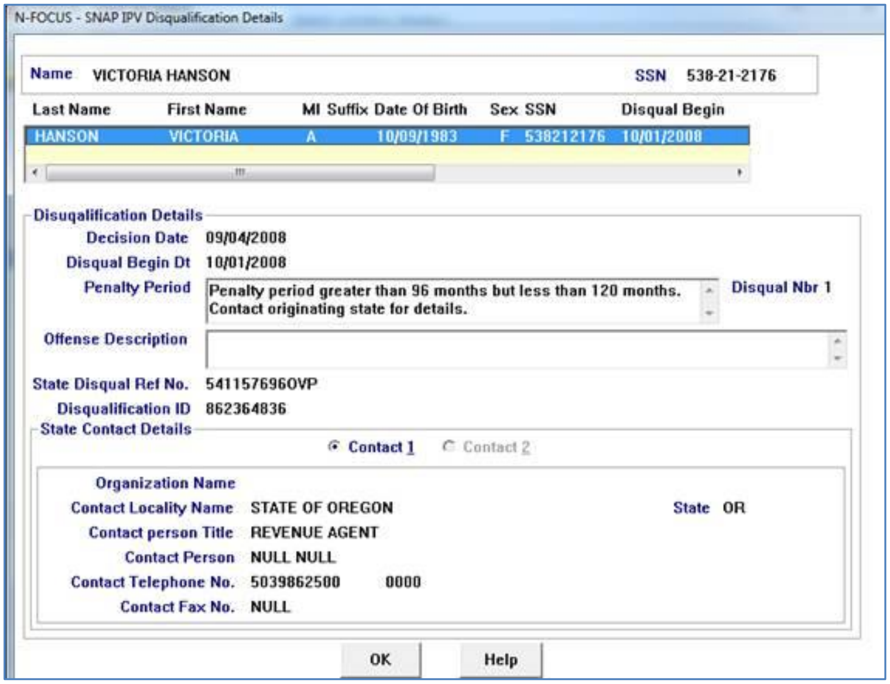
SNAP IPV Match Window (New)

The Person box displays the person's full name, Social Security Number, Sex and Date of Birth. Request Date, Response Date, Disqualification Indicator, Response Description, Search By (SSN or Name) and Requested By columns display.



Select a row and double click or select the Disqualification Details button for details.

The SNAP IPV Disqualification Details window displays.



The Name and SSN of the person with the disqualification displays at the top of the window.

Select and double click a Disqualification row or the Disqualification Details button to view the details of the disqualification.

Disqualification Details include:

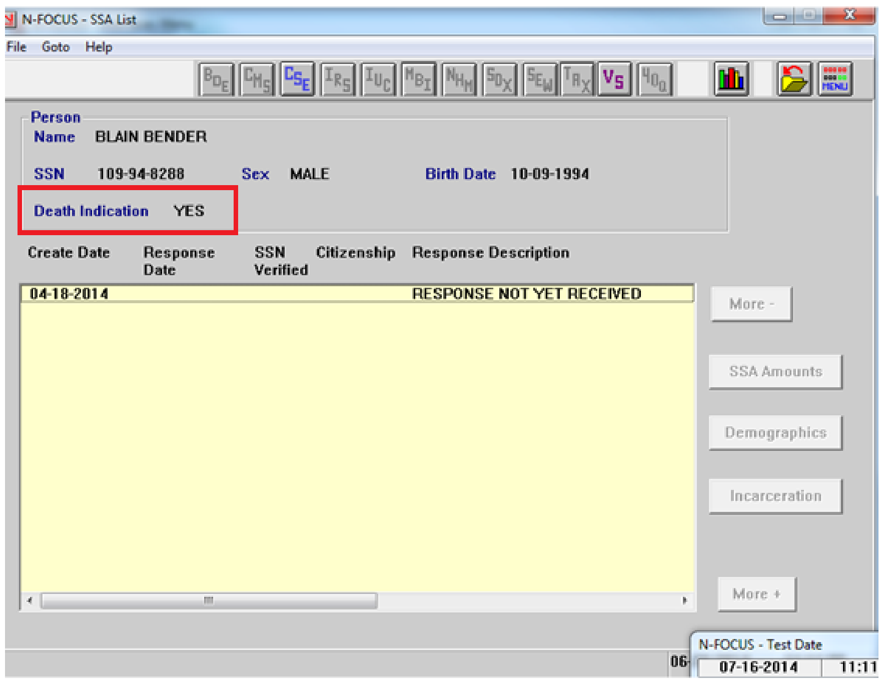
- Decision Date: The date of the disqualification decision
- Disqual Begin Date: The date the Disqualification began
- Disqualification Number: Indicates whether it is the first, second or third disqualification
- Penalty Period: The length of time that the sanction needs to be imposed
- The State Disqualification Reference Number: Te number the reporting entity referred used when referring to the federal data base
- Disqualification ID: The Identification number
- State Contact Details: Displays contact information regarding the reported sanction.

SNAP Indication of Death (New)

The SVES Interface will now query whether there is an indication of Death on any person pending or active in a SNAP program case. The interface will be queried upon pending of a SNAP person, both initially and at recertification, and monthly with the SVES mass accrete batch request.

Workers may also request the SNAP Indication of Death match by selecting the SNAP Incarceration/Death Request button on the Interface Menu.

To view the information, click the Yellow SSA button to display the SSA List window.



Developmental Disabilities

Specialized Services-Service Authorization (Change)

With the July 13, 2014 release, N-FOCUS will no longer create service authorization notices for either the provider or the client for certain DD specialized services. These notices will continue to be created for DD-related non-specialized services (respite, homemaker, etc.)

Correspondence

Interview Letter (Change)

Effective with this release, you will be able to view ALL Interview Letters in English even if they were originally created in Spanish.

Eligibility Review/Recertification Letter (Change)

A pre-populated EA Review/Recert application will now be sent out, with an Eligibility Review/Recertification Letter, to all Households with active EA cases.

The correspondence will be printed on the 20th of the month prior to the month in which eligibility is due for review/recert. A separate application will be sent to any person whose name appears on a Program Case in the Master case.

Document Imaging

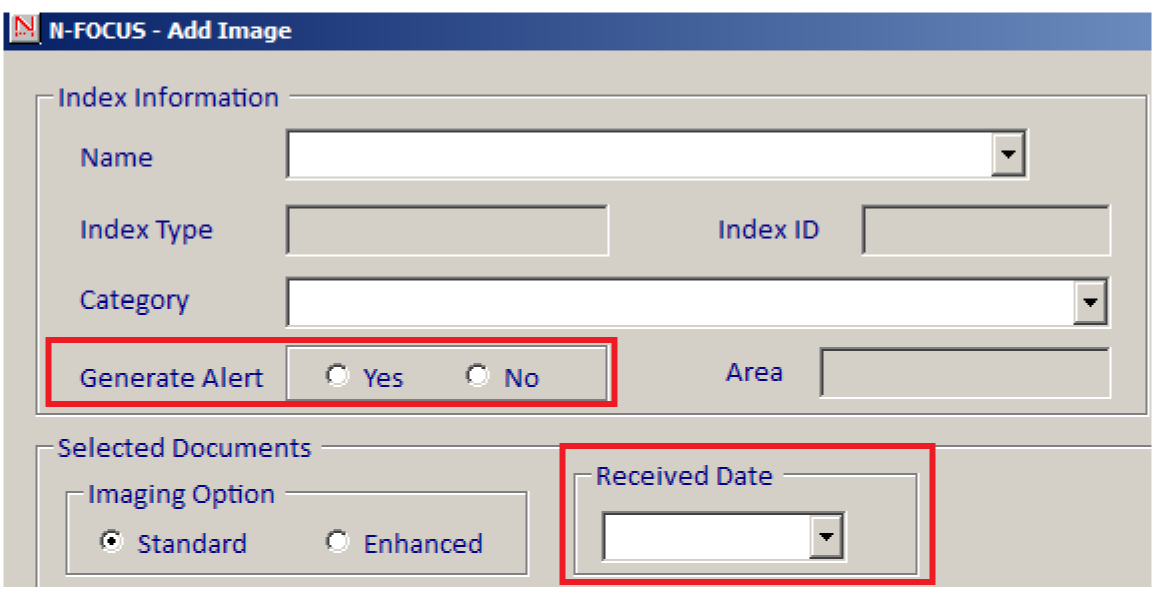
Document Imaging Routing (Change)

With this release, submitted documents will be routed in the following manner:

- Documents submitted from the ACCESSNebraska website will now be routed to the two ANDI Centers (Omaha and Lincoln)
- Documents submitted from the ACCESSNebraska menu under (Submit Documents and Report Changes) will be distributed evenly across the two ANDI centers
- Documents submitted from the Economic Assistance initial or Review/Recert E-Applications will be routed to the Omaha ANDI center
- Documents submitted from the Healthcare E-Application or Online Medicaid Renewal will be routed to the Lincoln ANDI center

Add Image Window – Change

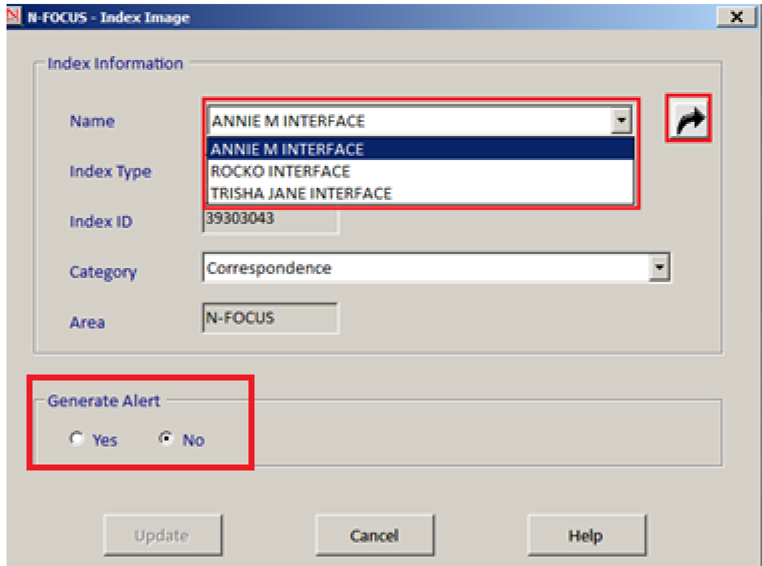
These changes do not apply to the ANDI centers. The Generate Alert check box has been replaced with Yes and No radio buttons. The user must enter a Received Date, it no longer defaults to current date. Both the received date and the Generate Alert indicator must be populated before the document can be saved.



Index Image Window (Change)

When updating the Index Information (Action>Update Index Information) to change the Person Name, the Name field drop down will list all of the Master Case Persons for selection. If the person for whom the document is to be indexed is not part of the Master Case, use the Out-Select arrow to search for the correct person on N-FOCUS.

The Index Image window will also have Yes/No radio buttons for Generate Alert. System will default to No on the Index Image window.



Document Imaging Categories (Change)

The following are new EA document imaging categories:

1. EA correspondence
2. EA Report Form

The following are new MLTC document imaging categories:

1. MLTC correspondence
2. Premium Payment
3. MLTC Report Form
4. Tax Information Form

The Correspondence category should be used if all program areas are to be notified. If the correspondence is only needed for a particular area then use the category that applies. EA Correspondence and MLTC Correspondence have been added. Correspondence –P & S already exists.

Archived Alerts (Change)

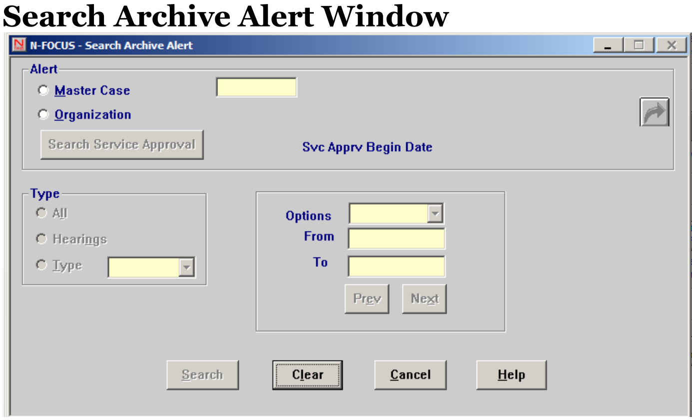
The security needed to view archived Alerts, Correspondence and Work Tasks has been removed. Effective with this release, all workers will be able to view these items.

To retrieve archived Alerts, Correspondence and Work Tasks, follow these steps:

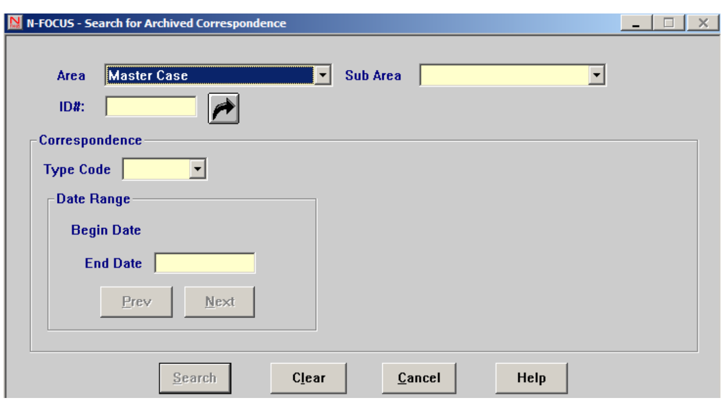
1. From the Main Menu, select GoTo>Retrieved Archived…
2. Select Alerts, Correspondence or Work Tasks.

   A search window will display based on your selection.
   - Search Archive Alerts
   - Search Archive Correspondence
   - Search Archive Work Tasks

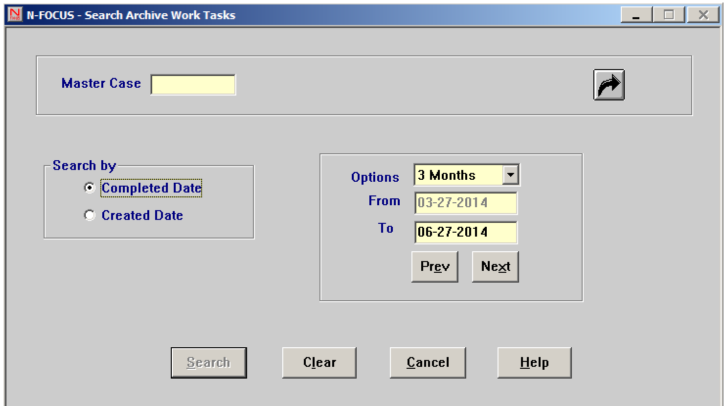
Search Archive Alert Window



Search Correspondence Alert Window



Search Work Task Alert Window



3. Enter the search criteria as appropriate.
4. Click Search.

   A List window will display based on your selection.
   - List Archive Alerts
   - List Archive Correspondence
   - List Archive Work Tasks

5. Double click the appropriate row to view the archived material.

Mail Received Alerts (Change)

MLTC will no longer receive a mail received alert when mail is categorized as ChildCare/SSBG, Education, or Work Requirements.

MLTC will no longer receive a mail received alert when mail is categorized as either Resource or Child Support and the person is in a MAGI program case.

EA will no longer receive a mail received alert when mail is categorized as Work Requirement.

Mail Received ORG Alert (New)

This alert will be generated any time a document is scanned by the ANDI Centers and attached to an Organization, for all categories. When using Document Imaging, the user must elect to generate the Alert. The alert will be sent to all workers assigned to the Organization's Home Details and Service Approvals. If the same worker is assigned to both the Home Details and Service Approval, the alert will only be sent one time.

Alert Text: Mail has been scanned. View by going to Document Imaging.

Work Tasks

Manually Created Work Tasks (Change)

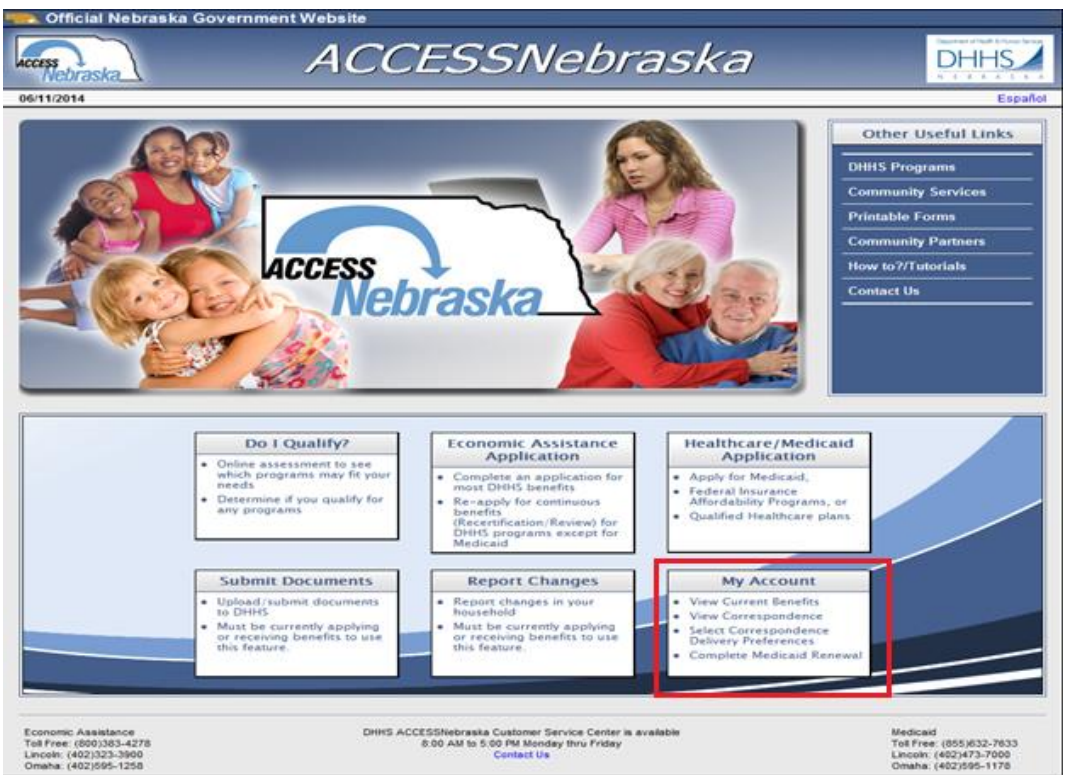
When creating a work task manually the only programs available on the Select Program list will be those belonging to the same division as the work task being created and there is at least one program of the type in a universal caseload mode.

Electronic Application

ACCESSNebraska Web Site Start Page (Change)

The ACCESSNebraska website will have the following changes with this release:

- Client Benefit Inquiry will now be accessed from My Account.
- My Account will be a centralized place where a customer can:
    - View Current Benefits
    - View Correspondence
    - Select Correspondence Delivery Preferences **(MEDICAID/CHIP ONLY)**
- Clients will be asked to log into the My Account of ACCESSNebraska when they click this area
    - Existing client users will use their existing User Name and Password
    - New client users will be asked to create a User Name and Password



My Account Options Screen (Changed)

Information for all of the programs is available on this window. Once a client is logged in to ACCESSNebraska My Account, they have access to all of this information. The following changes have been made with this release:

Benefit Inquiry

- Client Benefit Inquiry (CBI) is now accessed via the Benefit Inquiry application.

Medicaid Renewal

- This is a new function within My Account. From this application you can renew current Medicaid benefits.

My Preferences

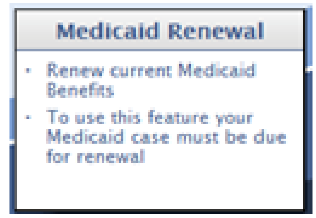
- This is a new function within My Account. From this application you can set up email notifications for correspondence receipt, set up to receive both USPS mail and email notifications and change email address.

Benefit Inquiry (Change)

Client Benefit Inquiry (CBI) is now accessed via the Benefit Inquiry application located on the above screen.

Online Renewal Form (Change)

A prepopulated Medicaid Online Renewal form is available for by clients who have a Medicaid renewal due, via My Account or by calling in and completing a phone renewal with an SSW.



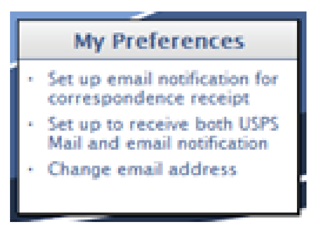
Clients who have created a My Account via the ACCESSNebraska menu, can complete an Online Renewal form by using the Medicaid Renewal Icon.

The Medicaid Online Renewal form icon is available 60 days prior to Review Due date for active Medicaid cases. Medicaid cases closed for failure to complete a renewal, have 90 days from the closed date till 5 pm, to complete the online renewal form.

Customers can use the My Account feature, My Preferences to indicate how they would like to receive notifications (mail, email or both). Individuals who chose both with receive an email to notifying them that a renewal is due for the Medicaid program case they are associated with, further instructing them, about how they can complete their renewal form via paper or online.

My Preferences Correspondence Delivery Preference (New)

The Correspondence Delivery Preferences within My Preferences is a new section created to allow customers to select if they would like to receive their correspondence in the mail or be notified, via email, to view the correspondence via the Client Benefit Inquiry. Clients will have the ability to select BOTH mail and electronic notification.

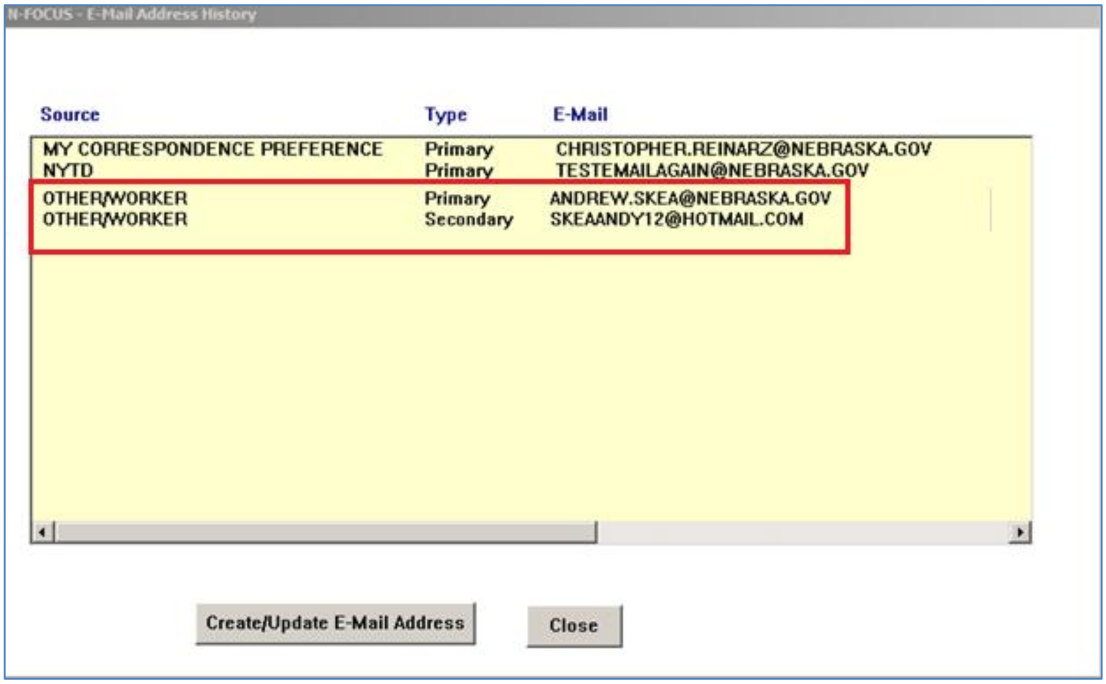


Note: An email notification will instruct them to log on to My Preferences in order to view the correspondence.

If the client elects to receive an electronic notification, they will be prompted to verify their email address listed in N-FOCUS before an electronic notification will be sent.

There are three types of email types in N-FOCUS. The following shows the types and who has the ability to make changes to the email address:

My Correspondence Preference **(MEDICAID/CHIP ONLY)**	Worker cannot change
NYTD	Worker cannot change
Other/Worker	Worker can change



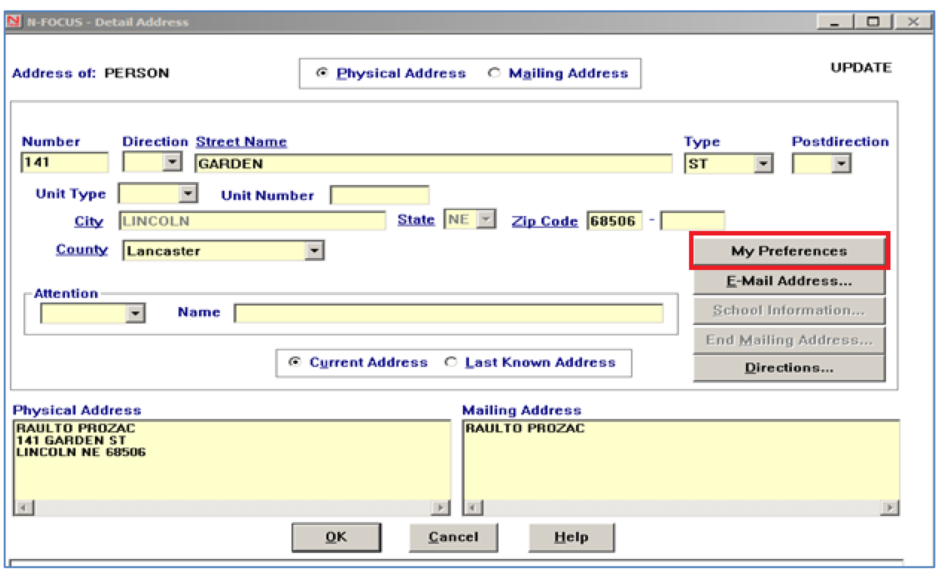
Viewing My Preferences in N-FOCUS (New)

To view the My Preference information in N-FOCUS, follow these steps:

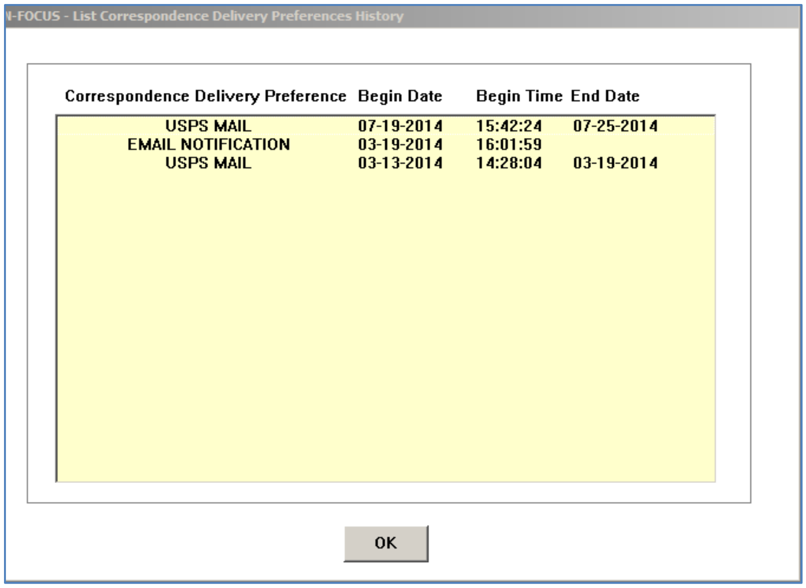
1. Navigate to the Person Detail window.
2. Click the Address push button.

   The Detail Address window will display.

3. Click the My Preferences push button.



The List Correspondence Delivery Preferences History window will display.



Note: If no preferences have been created, this list box in the List Correspondence Delivery Preferences History window will be empty.

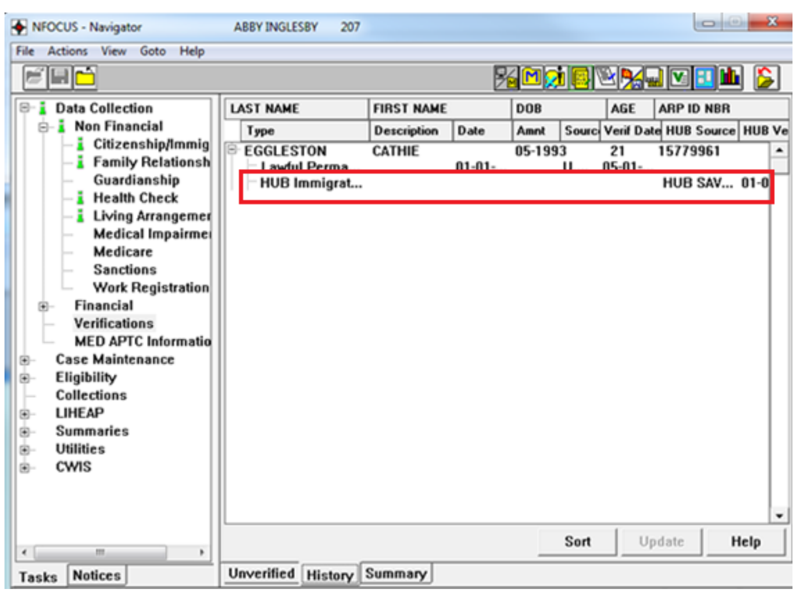
Printable Forms on ACCESSNebraska (Change)

The Printable Application tab on ACCESSNebraska's Main Menu has been changed to be called Printable Forms. The forms listed there can now be printed by clients.

Expert System

HUB Immigration Verification (New)

The HUB Immigration Status has been added to the Verifications Task in Expert System. HUB Immigration Verification will now display in the Verification task as a separate Verification Type.



Citizenship Effective Date (Change)

Previously, when US Citizenship was verified on a new or reopened pending person, the Citizenship Effective Date was defaulting to 4 months prior to the Application Received Date in the Expert System Citizenship/Immigration task. This has been corrected to default the Citizenship begin date to the clients Date of Birth.

Mask SSN (Change)

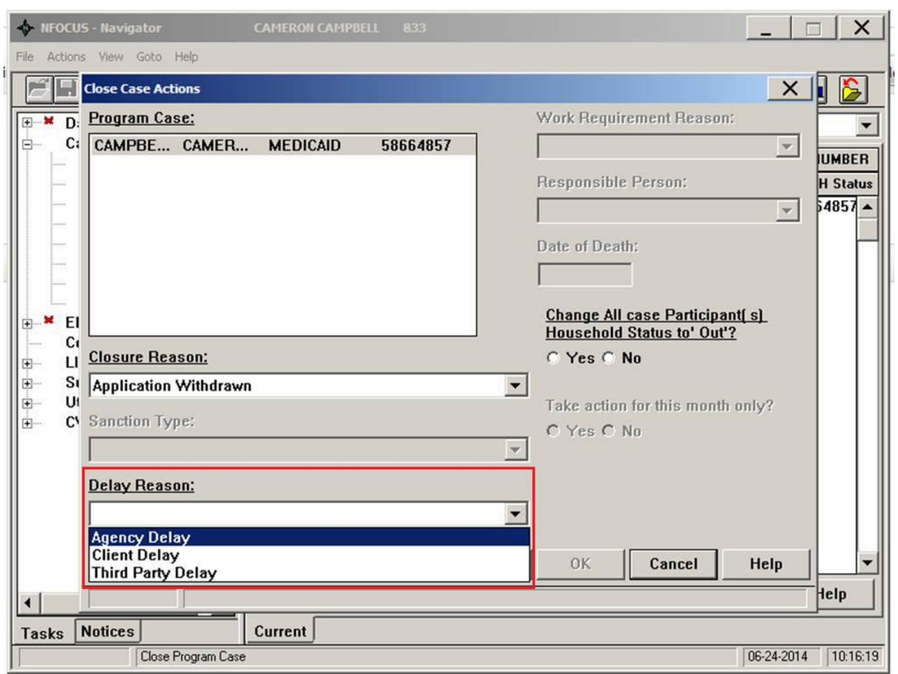
The Social Security Number (SSN) will now be masked in Expert System.

Close Case Actions Delay Reason (Change)

A new Delay Reason of Agency Delay has been added to the Close Case Actions as part of an ongoing Legislative study of ACCESSNebraska.

When a Program Case is Closed or when a budget is initially Approved/Denied NFOCUS will look at the Application Received Date and determine if the Program Case is being processed according to regulations for processing.

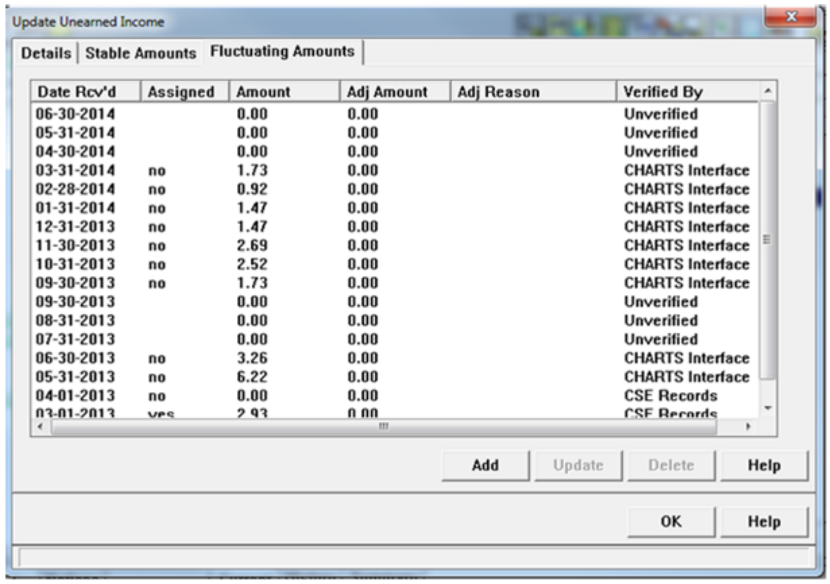
If not, the worker will record the reason for the delay - Agency Delay, Client Delay, failed to provide info, etc. or a third party delay such as waiting for a Social Security disability determination. Entering this information will allow for data collection in Case Maintenance, Case Action when the case Closed.



Unearned Income Child Support and Spousal Support (Change)

Previously we were adding zero monthly amounts to Child Support and Spousal Support when the monthly CHARTS Interface found no amount for the month.

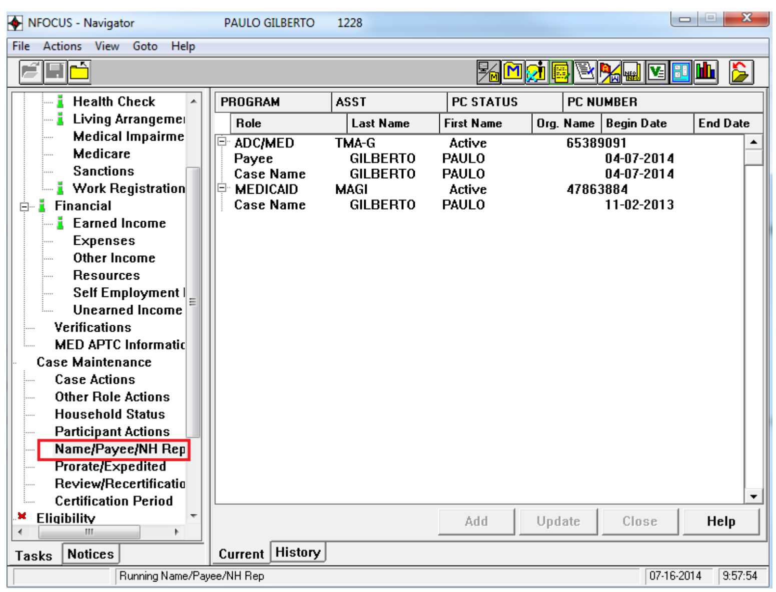
Effective with this release we will only fill in zeros if the most recent Child Support or Spousal Support amount is verified by the CHARTS Interface. If the verification source is something other than CHARTS Interface no zeros will be created by the system.



SNAP Program (Change)

The following changes have been made to SNAP processing:

- Workers will no longer be able to change the SNAP program case name in the Expert System. The Name/Payee/NH Rep task will not be available for SNAP cases.

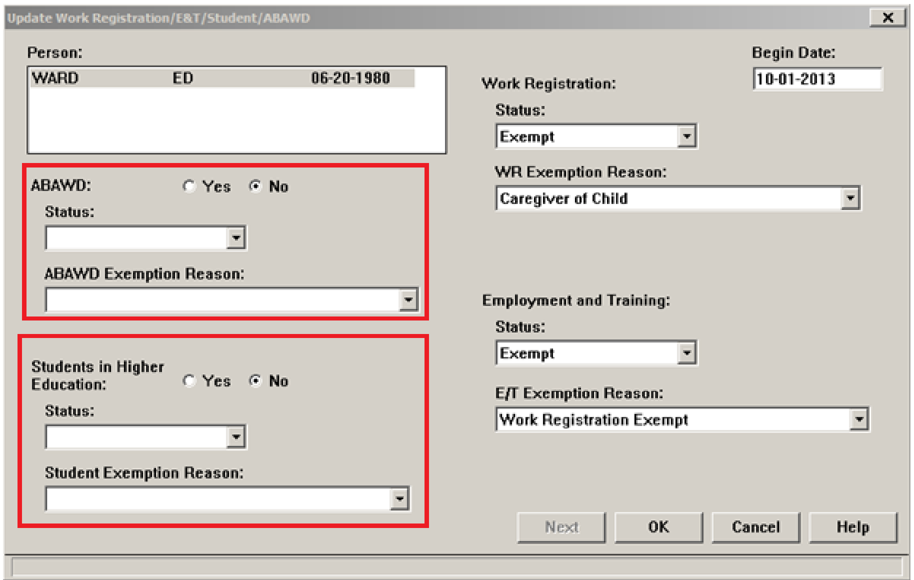


- Workers will no longer be able to change the SNAP Expedited Indicator in the Expert System from Non-Expedited to Expedited for a future month.
  - A pop-up will appear to advise worker that Expedited budgeting is not allowed in a future month.

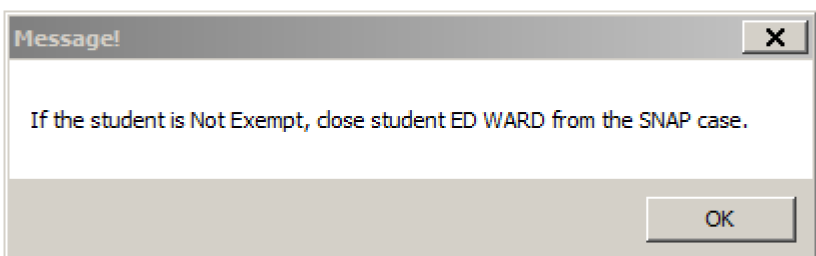
Update Work Registration/E&T/Student/ABAWD Window (Change)

The Work Registration/E&T window in Expert System has been re-designed to include ABAWD & Student Status data functions. Both will include EXEMPT & NON-EXEMPT status options, with drop-down menus for EXEMPT REASONS. Work Requirements & Employment & Training data functions will remain largely unchanged.

When updating a person's Work Registration, all fields in the window will be enabled. Clicking NO in the ABAWD section resets the window.



Note: If the client is a non-exempt student, an informational message will display when the OK button is selected on the above window. The action you should then take is to Close the non-exempt student in Participant Actions.



LIHEAP Budget (Change)

When creating a supplemental LIHEAP budget the providers were not appearing on the LIHEAP Budget Amount and Payee window. There was no option, except to pay the client.

This was changed so that the appropriate providers appear on the list.